Cambridge City Council Complaints
Easy Read Guide
We want to know when we get things wrong

Please tell us if you want to complain about any of our services. We will do our best to put things right. We will then try to make sure that the same thing does not happen again to you or anyone else.

We also want to know when we have done things well

We will tell our staff about this. Then they can use the information to make other services better for you and others.
How we will deal with your complaint:

- Staff will be polite and tell you their name
- We will use plain language
- We will provide an interpreter if you need one
- If you visit us, you can bring a friend or a family member to help you
How to make a complaint

You can complain to Cambridge City Council:

In person  By phone  Send a letter  Complete an online form

Or fill out the form on the next page

Contact details

Visit us/ write to our council offices
- Customer Service Centre, Mandela House,
  4 Regent Street CB1 2BY
- The Guildhall, Market Square CB2 3QJ
Phone: 01223 457000
Online: www.cambridge.gov.uk
Complaints Form

(Staff will be happy to help you fill in this form)

Date: ________________
Your name: 
________________________________________________________
Your address: 
________________________________________________________
________________________________________________________
________________________________________________________
Your phone number: 
________________________________________________________
Your email address: 
________________________________________________________

How would you like us to contact you?
Please tick ✓

By phone
By letter
By email
Complaints Form

(Staff will be happy to help you fill in this form)

The name of the service you want to complain about:

_____________________________________________________________________

The name of the person you have already contacted:

_____________________________________________________________________

Please tell us about your complaint:

_____________________________________________________________________

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## Complaints Form

(Staff will be happy to help you fill in this form)

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What happens next?

We will aim to respond to your complaint within 10 working days.

If we need more time, we let you know and explain why.

We will also tell you who is dealing with your complaint and when they will contact you.

If we don’t solve your problem you can ask us to look at it again.

This will be done at the second stage of our process by a Head of Service.
Who else can look at your complaint?

If you are not happy with Cambridge City Council’s reply to your complaint, you can contact:

0300 061 0614

The Local Government Ombudsman

PO Box 4771
Coventry
CV4 0EH

They are the final stage for complaints. You can contact them at anytime but will usually only look at your complaint after we have looked at it.
Complaints about Councillors

All our councillors (people who have been voted onto the Council) must follow a set of rules about how they work.

If you want to complain about a councillor, you can make a complaint to:

Tom Lewis
The Monitoring Officer
Cambridge City Council
The Guildhall
Cambridge CB2 3QJ